



4184-47-P

DEPARTMENT OF HEALTH AND HUMAN SERVICES

Administration for Children and Families

**Proposed Information Collection Activity; Evaluation of the
National Human Trafficking Hotline Program (New Collection)**

AGENCY: Office of Planning, Research, and Evaluation;
Administration for Children and Families; HHS.

ACTION: Request for Public Comment.

SUMMARY: The Office of Planning, Research, and Evaluation (OPRE) is proposing a data collection activity as part of the Evaluation of the National Human Trafficking Hotline (NHTH) Program. This data collection activity will examine the experiences of individuals who seek assistance from the NHTH after their interactions with the NHTH. The study will collect information via voluntary phone and Web-based surveys at two time points -- immediately after an individual has contacted the NHTH by phone, text, or live online chat, and two weeks later.

DATES: *Comments due within 60 days of publication.* In compliance with the requirements of Section 3506(c)(2)(A) of the Paperwork Reduction Act of 1995, the Administration for Children and Families is soliciting public comment on

the specific aspects of the information collection described above.

ADDRESSES: Copies of the proposed collection of information can be obtained and comments may be forwarded by emailing OPREinfocollection@acf.hhs.gov. Alternatively, copies can also be obtained by writing to the Administration for Children and Families, Office of Planning, Research, and Evaluation, 330 C Street, SW., Washington, DC 20201, Attn: OPRE Reports Clearance Officer. All requests, emailed or written should be identified by the title of the information collection.

SUPPLEMENTARY INFORMATION:

Description: The purpose of the proposed data collection activity is to document and examine the following: why individual users contact the NHTH; hotline users' perceptions of hotline staff's knowledge and skills; the extent to which users felt their interaction was helpful, they were supported by the NHTH, they were satisfied with the NHTH, and their needs were met by the interaction; and outcomes from NHTH interactions (e.g., users' knowledge and use of available resources and referrals). The proposed data collection activity includes a two-phase approach to obtain information from individual users after their contact (via phone, text, or live online chat) with the

NHTH. The proposed information collection activities are (1) an integrated voice response telephone survey or Web-based survey immediately after NHTH contact; and (2) a telephone or Web-based survey approximately two weeks after completion of the first survey. The survey immediately after contact with the NHTH will be offered to all individuals who contact the NHTH during the data collection period and includes questions focused on users' experiences and satisfaction with their NHTH interaction. The follow-up survey will be administered two weeks later with a sample of respondents who completed the immediate survey and consented to be contacted two weeks later. This second survey includes questions focused on the extent to which NHTH users were satisfied with their NHTH contact and felt that the NHTH contact was helpful.

Respondents: Individuals who contact the NHTH by telephone, text, or live online chat.

Annual Burden Estimates

Instrument	Total Number of Respondents	Annual Number of Respondents	Number of Responses Per Respondent	Average Burden Hours Per Response	Annual Burden Hours
Immediate Follow-Up Survey	2,000	1,000	1	.12	120
2-Week Follow-Up Survey	310	155	1	.15	23

Estimated Total Annual Burden Hours: 143

Comments: The Department specifically requests comments on (a) whether the proposed collection of information is necessary for the proper performance of the functions of the agency, including whether the information shall have practical utility; (b) the accuracy of the agency's estimate of the burden of the proposed collection of information; (c) the quality, utility, and clarity of the information to be collected; and (d) ways to minimize the burden of the collection of information on respondents, including through the use of automated collection techniques or other forms of information technology. Consideration will be given to comments and suggestions submitted within 60 days of this publication.

Authority: Section 105(d)(2) of the Trafficking Victims Protection Act of 2000 (TVPA) (Pub.L. 106-386) § 105 [22 U.S.C. 7103]

Mary B. Jones,

ACF/OPRE Certifying Officer.

[FR Doc. 2019-18515 Filed: 8/27/2019 8:45 am; Publication Date: 8/28/2019]